



SAP Solution Manager

By Marc O. Schäfer, Matthias Melich

Download now

Read Online ➔

SAP Solution Manager By Marc O. Schäfer, Matthias Melich

This unique book helps administrators and IT managers to quickly understand the full functionality of SAP Solution Manager, release 4.0. Readers get a thorough introduction in the areas of Implementation and Operations, especially in the scenarios Project Management, Service Desk, Change Request Management, and the brand new function Diagnostics (root cause analysis). The integration capabilities with third-party tools from the areas of Help Desk and Modelling, as well as the relation between the functionality and ITIL Application Management are also dealt with in detail. The book is based on the latest information derived from the ramp-up experience of release 4.0, and makes extensive use of invaluable customer success stories.

Highlights include:

- SAP Solution Manager and ITIL
- Support in the Application Management Phases
- End-to-End Solution Support
- Change Request Management
- Solution Monitoring and Reporting
- Solution Manager Diagnostics (Root Cause Analysis)
- Issue Management and Service Desk
- Roadmaps and Implementation Content
- Test Support and E-Learning Management
- Planning and Delivery of SAP Services
- Integration of Third Party Tools

↓ [Download SAP Solution Manager ...pdf](#)

📖 [Read Online SAP Solution Manager ...pdf](#)

SAP Solution Manager

By Marc O. Schäfer, Matthias Melich

SAP Solution Manager By Marc O. Schäfer, Matthias Melich

This unique book helps administrators and IT managers to quickly understand the full functionality of SAP Solution Manager, release 4.0. Readers get a thorough introduction in the areas of Implementation and Operations, especially in the scenarios Project Management, Service Desk, Change Request Management, and the brand new function Diagnostics (root cause analysis). The integration capabilities with third-party tools from the areas of Help Desk and Modelling, as well as the relation between the functionality and ITIL Application Management are also dealt with in detail. The book is based on the latest information derived from the ramp-up experience of release 4.0, and makes extensive use of invaluable customer success stories.

Highlights include:

- SAP Solution Manager and ITIL
- Support in the Application Management Phases
- End-to-End Solution Support
- Change Request Management
- Solution Monitoring and Reporting
- Solution Manager Diagnostics (Root Cause Analysis)
- Issue Management and Service Desk
- Roadmaps and Implementation Content
- Test Support and E-Learning Management
- Planning and Delivery of SAP Services
- Integration of Third Party Tools

SAP Solution Manager By Marc O. Schäfer, Matthias Melich Bibliography

- Rank: #3567375 in Books
- Published on: 2006-12-28
- Released on: 2007-02-12
- Original language: English
- Number of items: 1
- Dimensions: 9.50" h x 7.00" w x 1.00" l, .0 pounds
- Binding: Hardcover
- 490 pages

 [Download SAP Solution Manager ...pdf](#)

 [Read Online SAP Solution Manager ...pdf](#)

Editorial Review

About the Author

Marc Oliver Schäfer studied English and German Literatures and Languages at the University of Tübingen and worked with DaimlerChrysler as a language and intercultural trainer for two years. He joined SAP in 2000 as a product manager for the Customizing Tools development team. In 2005, Marc became part of the Service Solution Management organization as a senior product manager where his responsibilities lie with compliance, Change Request Management and Service Desk topics in SAP Solution Manager. He can be reached at marc.oliver.schaefer@sap.com.

Dr. Matthias Melich studied English Literature at the University of Rochester (New York), and Mathematics and English Philology at the University of Cologne. He also received his Ph.D. in Computer-Based Language Learning at the University of Cologne in 1993. He joined SAP in 1995 as a member of the Common Objects and Modeling team, and a year later joined the Archiving Solutions team. In 1998, Matthias became responsible for Product Management of Customizing Tools. In January 2005, he became part of the Service Solution Management organization where he is Director of the Global SAP Solution Manager Product Management team. He can be reached at matthias.melich@sap.com.

Users Review

From reader reviews:

Louis Venable:

Book is to be different for every grade. Book for children right up until adult are different content. As it is known to us that book is very important usually. The book SAP Solution Manager ended up being making you to know about other understanding and of course you can take more information. It is very advantages for you. The reserve SAP Solution Manager is not only giving you considerably more new information but also to get your friend when you truly feel bored. You can spend your current spend time to read your publication. Try to make relationship using the book SAP Solution Manager. You never truly feel lose out for everything when you read some books.

Stacey Samuels:

Nowadays reading books are more than want or need but also work as a life style. This reading practice give you lot of advantages. The advantages you got of course the knowledge even the information inside the book this improve your knowledge and information. The information you get based on what kind of reserve you read, if you want have more knowledge just go with training books but if you want feel happy read one having theme for entertaining such as comic or novel. Often the SAP Solution Manager is kind of book which is giving the reader unstable experience.

Gregory Sims:

Often the book SAP Solution Manager has a lot of information on it. So when you read this book you can get

a lot of help. The book was published by the very famous author. The author makes some research previous to write this book. This kind of book very easy to read you will get the point easily after scanning this book.

James Koenig:

Do you like reading a e-book? Confuse to looking for your favorite book? Or your book was rare? Why so many problem for the book? But any people feel that they enjoy to get reading. Some people likes studying, not only science book but in addition novel and SAP Solution Manager or even others sources were given information for you. After you know how the good a book, you feel want to read more and more. Science guide was created for teacher or students especially. Those publications are helping them to add their knowledge. In additional case, beside science publication, any other book likes SAP Solution Manager to make your spare time more colorful. Many types of book like this one.

Download and Read Online SAP Solution Manager By Marc O. Schäfer, Matthias Melich #F3WTD0VSU6R

Read SAP Solution Manager By Marc O. Schäfer, Matthias Melich for online ebook

SAP Solution Manager By Marc O. Schäfer, Matthias Melich Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read SAP Solution Manager By Marc O. Schäfer, Matthias Melich books to read online.

Online SAP Solution Manager By Marc O. Schäfer, Matthias Melich ebook PDF download

SAP Solution Manager By Marc O. Schäfer, Matthias Melich Doc

SAP Solution Manager By Marc O. Schäfer, Matthias Melich Mobipocket

SAP Solution Manager By Marc O. Schäfer, Matthias Melich EPub

F3WTD0VSU6R: SAP Solution Manager By Marc O. Schäfer, Matthias Melich